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09/441822

Docket No.: 08202/1200333-US1
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Letters Patent of:
Kirk C. Danzl et al.

Patent No.: 6,980,631

Issued: December 27, 2005

For: SYSTEM AND METHOD FOR REPORTING CALLS

REQUEST FOR CERTIFICATE OF CORRECTION
PURSUANT TO 37 CFR 1.323 AND PATENT OFFICE MISTAKE (37 CFR 1.322)

Attention: Certificate of Correction Branch
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Upon reviewing the above-identified patent, Patentee noted several patent office errors which should be corrected.

The following errors were not in the application as filed by applicant:

In the Specification:

Column 1, Line 42, After "(DRS)" insert --. --.

Column 4, Line 66, After "line" delete "is".

Column 5, Line 60, After "master" insert --78--.

03/31/2006 AKELECH1 00000040 6980631

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Column 7, Line 38-39, After "If" delete "(customer/line accums) the accumulator" and insert -- the accumulator (customer/line accums)--.

Column 8, Line 1, After "as" delete "a".

Column 8, Line 29, Delete "(CALL TYPE)" and insert -- (CALL_TYPE) --.

Column 8, Line 30, Delete "(CALL DISP)" and insert -- (CALL_DISP) --.

Column 8, Line 30, Delete "(CALL STAT)" and insert -- (CALL_STAT) --.

Column 8, Line 31, Delete "(CALL DUR)" and insert -- (CALL_DUR) --.

Column 8, Line 32, Delete "(CPN NAME)" and insert -- (CPN_NAME) --.

Column 8, Line 34, Delete "(Q BYTES)" and insert -- (Q_BYTES) --.

Column 8, Line 36, Delete "(call disp)" and insert -- (call_disp)--.

Column 8, Line 36, Delete "(call stat)" and insert -- (call_stat)--.

Column 8, Line 57, Delete After "box" insert --, --.

Enclosed please find marked up copies of the Specification.

The following errors were found in the application as filed by applicant. The errors now sought to be corrected are inadvertent typographical errors, the correction of which does not involve new matter or require reexamination.

Column 8, Line 38, Delete "call stat" and insert --call_stat--.

Column 8, Line 38, Delete "call disp" and insert -- call_disp--.

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Column 8, Line 39, Delete "call stat" and insert -- call_stat--.

Column 8, Line 39, Delete "call disp" and insert --call_disp--.

Column 8, Line 40, Delete "call stat" and insert --call_stat--.

Column 8, Line 40, Delete "call disp" and insert --call_disp--.

Column 12, Line 34, In Claim 15, delete "If" insert --if--.

Transmitted herewith is a proposed Certificate of Correction effecting such amendment. Patentee respectfully solicits the granting of the requested Certificate of Correction.

The Commissioner is authorized to charge any deficiency of up to $300.00 or credit any excess in this fee to Deposit Account No. 04-0100. Enclosed please find a check for $100.00

Dated: March , 2006

Respectfully submitted,

By

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

(Also Form PTO-1050)

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,980,631

APPLICATION NO. : 09/441,822

ISSUE DATE : December 27, 2005

INVENTOR(S) : Kirk C. Danzl et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In the Specification:

Column 1, Line 42, After "(DRS)" insert --. --.

Column 4, Line 66, After "line" delete "is".

Column 5, Line 60, After "master" insert --78--.

Column 7, Line 38-39, After "If" delete "(customer/line accums) the accumulator" and insert -- the accumulator (customer/line accums)--.

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Column 8, Line 31, Delete "(CALL DUR)" and insert -- (CALL_DUR) --.

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Column 8, Line 40, Delete "call disp" and insert --call_disp--.

Column 8, Line 57, Delete After "box" insert --, --.

Column 12, Line 34, In Claim 15, delete "If" insert --if--.

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Integrated Service Control Point (ISCP) platform to provide such information to those subscribers desirous of such service. The ISCP captures the time and date of the call, the originating call number and the subscriber's call number. ISCP network data is collected for all calls placed to service subscribers by the AIN Data and Reports System (DRS). DRS is an operation support utility that provides service analysis on the collected data. The data may be sorted on the basis of called subscriber number and transmitted at periodic intervals to a report processor.

The call originating telephone number for each call may be used to access an existing telephone system billing database to obtain caller information, including zip code. The zip code, in turn, can be used to access a commercially available census database to provide further demographic information. For example, demographics for a given zip code may include median age and median income. Report statistics can match these demographics with a number of calls received as collected at the ISCP.

The calling party number may be supplied through Caller ID or AIN transmission. If this information is available only for calls within a telephone company Local Access and Transport Area (LATA), reports may include detailed breakdown of such calls while categorizing out of LATA calls in more general breakdowns. Detailed zip code results can include number and percentage of residential calls, business calls, homeowners, median income and age. Generalized information may include numbers, averages and percentages of calls in time ranges for days of the week.

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data are packaged into a call detail file. In block 24, the call detail data is delivered to the subscriber in a suitable way, such as via the Internet, on floppy disk or in paper form.

3. Please replace the paragraph of the specification on page 9, lines 1-9, with the following to bring the specification into conformance with drawing Fig. 2.

Next, the AIN call attempts file 36 and the AIN completed calls file 38 are combined to form one complete call record file, as shown in block 40. This call record file is then transmitted to the service provider by sending it to the service provider's [[FTP]] [[(]]File Transfer Protocol[[)]] (FTP) ~~server~~ 42 server, or other appropriate means. In one illustrative embodiment, the telephone company will transmit the call record data to the service provider at least daily.

4. Please replace the paragraph of the specification on page 9, lines 10-26, with the following, to bring the specification into conformance with drawing Fig. 3.

FIG. 3 is a printout of a sample single call record 44 that might be transmitted from the telephone company to the service provider. Some of the significant fields include the subscriber billing telephone number (btn) 46, the number of the subscriber's line 48 used for the call, the time 50 and date 52 of the call, the line number of the calling party 54, the zip code 56 of the calling party [[56]], call type 58 and duration 60. Different telephone companies may transmit call records of varying formats. For instance, the call type [[field]] 58 field of one telephone company might indicate whether the call was answered, unanswered or met with a busy signal, while for a different telephone company might indicate whether the call was incoming or outgoing. Also, the subscriber has the option of receiving records for incoming calls, outgoing calls or both, and the call record will vary accordingly.

5. Please replace the paragraph of the specification on page 9, line 27 through page 10 line 3, with the following, to bring the specification into conformance with drawing Fig. 4, which has itself been amended to be consistent with the terminology in Fig. 1.

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record data is deemed invalid, it is kicked out of the system and not processed further, as shown in block 70. If the data is deemed valid, processing continues at block 72.

7. Please replace the paragraph of the specification on page 11, lines 3-26, with the following, to bring the specification into conformance with drawing Fig. 4.

In block 72, the system verifies that the subscriber's account was active when the particular call was placed. If the account was terminated or not yet active, the data is not processed, as shown in block 74. In block 76, the call record data is converted into a format that is compatible with the service provider's geocoding software and report-generating software. Also in block 76, the call records are matched to the subscriber. In some cases, the telephone company will provide the customer number as part of the call record data. When that is the case, the system looks up the customer records in both a customer master [[file]] 78 and a line cross-reference [[file]] (line xref) 80. The customer master [[file]] 78 contains customer information (related to a given customer number) collected during an initial set-up procedure in which the customer's account is initialized. The ~~cross-reference~~ [[file]] line xref 80 contains a cross-reference between particular telephone line numbers and customer numbers. If the customer number is not in the customer master [[file]] 78 and the line number is not in the line xref ~~cross-reference~~ [[file]] 80, the call record is placed in a spin file for a suitable period of time (such as one month) and processing is re-tried at that time, as shown in block 82.

8. Please replace the paragraph of the specification on page 11, lines 27-34, with the following, to bring the specification into conformance with drawing Fig. 4.

If the telephone company does not provide the customer number, the system looks up the customer number in the line xref ~~cross-reference~~ [[file]] 80. If the line number is not in the line ~~cross-reference~~ [[file]] xref 80, again the call record is placed in the spin file for one month, as shown in block 82. Thus the output of block 72 is a good call record file in the service provider's format (good serv. prov. raw file) 84.

FIG. 5 illustrates the processing of the call detail records which takes place at the end of each cycle. The system first obtains the identity of a customer for which a cycle has ended and to which call detail records must be reported. This is indicated by block 93. In block 94, the system checks whether records have been processed for the given line or given subscriber (depending on whether calls are to be processed for all of the subscriber's lines or for just a given line) during the current cycle. If records have been processed, the call detail records 90 are collected as shown in block 96. In block 98, the system checks whether the number of call detail records 90 is equal to the value held in the accumulator (customer/line accums) 100. If it is not, there may be a problem with the call detail records 90 and the process is halted, as shown in block 102. If the accumulator (customer/line accums) 100 agrees with the call detail records, the calls are sorted as indicated by block 104 and cycle processing commences as indicated in block 106.

12. Please replace the paragraph of the specification on page 15, lines 7-23, with the following, to bring the specification into conformance with drawings Fig. 4 (blocks 78 and 80) and Fig. 5 (block 110), and to maintain consistency within the specifications (references to block 114).

In block 108, a customer delivery summary file (Cust Summary File) 110 is created. This file contains information regarding the subscriber's delivery preferences. This file is created using information obtained from the customer master [[file]] 78 and line xref ~~cross-reference~~ [[file]] 80. In block 112, a marketing message file 114 is created. The marketing message represented in the marketing message file may, for instance, be a logo, company name or other message and will later be placed on the output reports. This message is typically created by the telephone company. The customer delivery summary file (Cust Summary File) 110 and ~~customer~~ marketing message file 114 are then merged into a single summary/message file 116, which is used to determine whether the reports will be delivered to the subscriber in paper form, on floppy disk, or via the Internet or other suitable mechanism as shown in block 118.

13. Please replace the paragraph of the specification on page 15, line 31 through page 16 line 14, with the following, to bring the specification into conformance with drawing Fig. 1.

The Internet and diskette distribution methods are illustrated in FIGS. 6 and 7, respectively. FIGS. 6 and 7 correspond to the inputs to block 26 in FIG. 1. In both methods, first a file is created in an electronic reporting format, such as .PDF (paper document format) file, as shown in block 120. Then a self-extracting .exe (executable) file is created, as shown in block 122. For web distribution, the files are then copied to the service provider's Internet server delivery directory, as shown in block 124. In block 126, the service provider's web page is updated to make the new files available to the subscriber. The subscriber can then retrieve the files at the service provider's web site. Illustratively, for diskette distribution, after the .PDF and .exe files are created, they are copied to the customer service delivery directory, as shown in block 128. The files are then copied to floppy disk 130 and delivered to the subscriber.

14. Please replace the paragraph of the specification on page 16, line 21 through page 17 line 11, with the following, to bring the specification into conformance with drawings Fig. 5 (block 90) and Fig. 8.

Subscribers who choose web or diskette delivery are also illustratively provided with report-generating software, which they run on their own computer. The subscriber uses the report generating software to process the delivered data files, including the call detail records [[data]] 90, and generate reports relating to the call detail data. The subscriber may, if desired, view the raw call detail records [[data]] 90, a sample of which is provided in FIG. 8. The particular embodiment of call detail data illustrated in FIG. 8 includes the following fields: call date (CDATE) 132, call time (CTIME) 134, destination number (DN)136, calling party number (CPN)138, call type (CALL_TYPE) 140 (incoming, outgoing), call disposition (CALL_DISP) 142, call status (CALL_STAT) 144, call duration (CALL_DUR) 146 (in tenths of seconds), calling party name (CPN_NAME) 148, postal (zip) code (POSTALCODE) 150 of the calling party, longitude 152 and latitude 154 of the calling party, and the value (Q_BYTES) 156 assigned to the longitude/latitude specification. The call disposition (call_disp) 142 and call status (call_stat) 144 fields work together to encode information about the call. For example, if call stat = 1 and call disp = 0, the call was

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answered. If call stat = 0 and call disp = 2, the line was busy. If call stat = 0 and call disp = 3, the call was not answered. Other items can be encoded as well.

15. Please replace the paragraph of the specification on page 17, lines 12-26, with the following, to bring the specification into conformance with drawing Appendix A.

The report generator is capable of producing multitudes of different reports in three basic formats: table, graph or map. Appendix A is illustrative of a main screen which a user of the report generator software would first encounter. A quick summary 158 provides a brief synopsis of the call detail data. In report period [[box]] 160, the user can select the dates for which a given report or set of reports should be generated. Clicking on the "Change Dates" [[button]] 162 <u>button</u> with a mouse pulls up a calendar, an illustrative example of which is provided in Appendix B. The user clicks on the dates on the calendar to select the report period. The user is not limited to viewing data from the most recent time period. Rather, data from previous time periods may also be included in the reports.

16. Please replace the paragraph of the specification on page 17, lines 27-33, with the following, to bring the specification into conformance with drawing Appendix A.

In the report set selection [[box]] 164 <u>box,</u> the user selects which reports should be generated. The user can choose among predefined sets of reports, determined by the service provider. These predefined report sets lump together various reports that may be useful for a specific purpose such as marketing or staffing, for example.

17. Please replace the paragraph of the specification on page 18, lines 1-17, with the following, to bring the specification into conformance with drawing Appendix A.

By clicking on the "customize report set" ~~button~~ 166 <u>button</u>, the user can also customize a report set so that each time the software is run, a predefined set of reports, selected by the user, will

Attorney Docket No.: 08202/1200333-US1

Application No. (if known): 09/441,822

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